

Assistant Information Systems Analyst

Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results

1	Ability to establish and maintain effective working relationships with others.
2	Ability to prioritize work assignments and/or problem solutions to ensure completion within established timeframes.
3	Ability to work cooperatively and productively as a member of a team to achieve a common goal.
4	Ability to perform job tasks during stressful working conditions (e.g., tight deadlines, heavy workload, etc.).
5	Skill to adhere to established policies and procedures.
6	Ability to adapt to changes in priorities, work assignments, and other interactions.
7	Ability to work independently on projects or assignments without close supervision or detailed instructions.
8	Knowledge of the department's information security rules and regulations.
9	Skill to interact tactfully and diplomatically with a variety of audiences, including frustrated, angry, or otherwise emotional individuals.
10	Skill to interact with and relate effectively to individuals at all levels of an organization.
11	Skill to listen to others to facilitate an open exchange of ideas and provide for effective communication.
12	Ability to work on multiple projects and/or assignments simultaneously.
13	Skill to communicate effectively in writing in a courteous, professional manner.
14	Skill to read and comprehend written materials (e.g. references, memos, letters) to apply information and determine appropriate courses of action.
15	Knowledge of proper spelling, grammar, punctuation, and sentence structure.
16	Knowledge of word processing software (e.g., Word, Word Perfect).
17	Knowledge of electronic messaging software (e.g., Outlook, Instant Messaging, GroupWise).
18	Skill to orally communicate information effectively and accurately.
19	Knowledge of spreadsheet software (e.g., Excel, Lotus).
20	Skill to identify problems, including cause and effect to ensure problems are properly addressed.

21	Knowledge of basic personal computer/client workstation applications and operating system software.
22	Knowledge of problem-solving techniques and processes.
23	Skill to collaborate with others on project issues and status.
24	Ability to analyze and evaluate situations to determine appropriate courses of action.
25	Skill to work with others to identify problems to seek improvements in Information Technology (IT) and other work processes.
26	Knowledge of customer service and customer support principles in an Information Technology (IT) environment.
27	Skill to provide technical assistance to individuals to resolve issues and/or problems.
28	Knowledge of basic arithmetic techniques (including addition, subtraction, multiplication, division, decimals, percentages, and fractions) to calculate numerical data.
29	Skill to analyze and evaluate data and information to formulate conclusions and courses of action.
30	Skill to prepare clear and concise written instructions to audiences with varying levels of understanding.
31	Knowledge of general computer architecture (CPU, memory allocation, peripheral devices, I/O, etc.).
32	Knowledge of basic customer technical support standards, protocols, and procedures, including tracking procedures and security devices.
33	Knowledge of various operating systems of a personal computer (PC).
34	Knowledge of personal computer troubleshooting techniques.
35	Knowledge of data access security policies, procedures, rules, and regulations to comply with departmental security policies.
36	Skill to read and comprehend complex or technical information to interpret or explain it to others.
37	Ability to troubleshoot and respond to general IT service requests (Level/Tier 1).
38	Skill to provide technical and descriptive documentation.
39	Knowledge of various software applications (e.g., Adobe Acrobat, Visio, Microsoft Project).
40	Skill to identify solutions to various Information Technology (IT) environment related problems.
41	Knowledge of presentations software (e.g., PowerPoint).
42	Ability to interpret and analyze numerical data accurately.
43	Skill to use logic and reasoning to identify the strengths and weaknesses of alternative solutions.